

## **Position Description: Bilingual Account Associate**

**Are you proactive, results-oriented, with demonstrated communication skills and a passion for learning?**

If so, a position at MEDUCOM is right for you!

### **What can you expect from MEDUCOM?**

- An enthusiastic and dynamic culture with flexibility that supports work-life integration
- Empowerment to be a decision-maker and influence change within a nimble organization
- A commitment to mentorship that fosters professional development and career growth

MEDUCOM is a full-service healthcare communications agency, which conceptualizes and delivers pharmaceutical marketing and medical education services. MEDUCOM has established a leadership position in Canada as strategic consultants and communication strategists who excel at delivering quality programs and services valued by leading pharmaceutical companies and healthcare professionals across Canada.

### **Job Description**

As a **Bilingual Account Associate** at MEDUCOM, you will be an integral part of a multidisciplinary team focused on a variety of internal and external projects and tasks in the development and execution of innovative communications and marketing programs in English and French.

### **Primary Accountabilities**

- **Provide strategic guidance to clients in the management of projects**
  - Create and frequently update critical path documents to ensure timely delivery of projects
  - Assess budget and project scope to ensure final products being delivered meet the client's expectations
  - Offer strategic input to clients for current and future projects, positioning MEDUCOM as a strategic partner
  - Negotiate with industry regulatory bodies i.e. PAAB, CFPC, RCPSC, etc.
- **Deliver first-class service and build trusted relationships with clients by embodying an adaptable, customer service and growth-oriented attitude**
  - Liaise with clients and internal team members by e-mail and phone for successful project execution
  - Respond to all client requests in a timely manner, prioritizing appropriately and effectively, without reminders needed
  - Anticipate client needs proactively and address them with professionalism
- **Demonstrate MEDUCOM's high standards for quality and integrity by exhibiting exceptional attention to detail, creativity and resourcefulness**
  - Consistently deliver error-free and brand-enhancing written and verbal communications
  - Source, negotiate and manage trusted suppliers (e.g. web developers, printers, AV, venues, etc.)
  - Plan and manage live event logistics of to MEDUCOMs high quality standard (travel within Canada may be required)
  - Proofread all program content and materials in English and French
- **Expand industry knowledge to broaden opportunities for client acquisition and service offerings**
  - Understand the brands you work on and how MEDUCOM can support clients in achieving /exceeding their objectives
  - Stay up to date with industry guidelines and standards to position MEDUCOM as a leading partner

### **Essential Skills & Qualifications**

- A university degree, preferably in biological or life sciences, marketing or communications
- Exposure to the pharmaceutical industry or project management roles
- **Bilingualism (English and French) is required**
- Polished oral and written communication skills that allow you to relate easily to a wide variety of individuals
- Proven time management skills with attention to detail and accuracy
- Superior organization and the ability to prioritize effectively
- Superior computer skills in programs including (but not limited to) Microsoft Word, PowerPoint and Excel
- Proven problem solving and analytical skills in a creative, dynamic, multitasking environment
- Uncompromised customer service and communication skills necessary to build and maintain client relationships
- Energy, motivation and an adaptable, 'can-do' attitude along with the perseverance and patience to bring programs to successful completion on time

If you possess the above qualifications, and can demonstrate a proven track record of success, leadership and commitment to excellence, please email your cover letter and resume to [tania@meducom.ca](mailto:tania@meducom.ca). *Only those selected for an interview will be contacted.*